

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# Telstra Pre-Paid Mobile Broadband Plus

## Information about the service

Your Telstra Pre-Paid Mobile Broadband service gives you access to the Telstra Mobile Network and mobile data.

### Buy a Telstra device or Bring Your Own

Simply buy a Telstra Pre-Paid Tablet, Wi-Fi device, or USB + Wi-Fi device, which includes a Pre-Paid SIM card.

Or if you already have a Telstra Mobile Network compatible device or tablet you can buy a Telstra Pre-Paid SIM Starter Kit. Make sure you check which SIM is the correct size for your Telstra mobile network compatible device. Check the device isn't locked to another network and that it supports Telstra's Network Bands to ensure you get the best possible experience on the Telstra Mobile Network. See [telstra.com/device](http://telstra.com/device) for more information.

### Activation

To get started you'll need to activate your SIM online at [telstra.com/activate](http://telstra.com/activate). Make sure you have your new service number or SIM serial number – you'll find this on the packaging.

### What's included

The amount of data you receive depends on the amount you have recharged. You'll get data to use in Australia. Once you've used your included data, you'll need to recharge.

### What's not

Your credit on this offer cannot be used while overseas for Australian and International calls and SMS, third-party content or subscription purchases & pay-as-you-go-data.

## Information about pricing

These are the recharge options available once you have activated your Telstra Pre-Paid Mobile Broadband service on the Telstra Pre-Paid Mobile Broadband Plus offer:

\$30	\$50	\$90	\$150
3GB	10GB	25GB	25GB
Data expires in 28 days.			Data expires in 365 days.
All for use in Australia			
For \$30, \$50 and \$90 recharges, unused data expires unless you recharge before expiry. Any unused data will then roll over and expire at the end of the next 28 day period.			

To keep your service active, you'll need to recharge within 6 months from your last expiry date, otherwise you may need to buy a new SIM.

## Other information

### Using your data

Data usage is the amount of data you use (i.e. upload and download) to access the internet via your Telstra Pre-Paid Mobile Broadband service.

### Data usage, balance and expiry

The best way to monitor your usage or check your data balance and expiry depends on the type of device your Telstra SIM is in.

- If you are using a tablet, download and use the **Telstra 24x7® App**
- or visit [m.telstra.com](http://m.telstra.com) from your browser if you are connected to a Wi-Fi or USB device

You can also register for My Account online at [telstra.com/myaccount](http://telstra.com/myaccount)

4G and 4GX Telstra Pre-Paid Wi-Fi devices indicate approximate data usage on the device screen or with LED lights. When connected, you can also access more information from your device's home page at <http://m.home>. From here, you can manage your Wi-Fi password, monitor data usage and receive notifications of software updates.

### Recharge

We recommend recharging with your credit/debit card or using a recharge voucher (available from a Telstra or partner store) via:

- the Telstra 24x7® App if connected to the network via a tablet
- or at [m.telstra.com](http://m.telstra.com) from your browser if you are connected to a Wi-Fi or USB device

If you know your service number, you can also recharge at [telstra.com/recharge](http://telstra.com/recharge), and you don't have to be connected to your mobile broadband service to do this. If you've registered for My Account, you can recharge your service from there too.

Automatic scheduled recharge is available once you've saved your payment details and set up a 4-digit recharge PIN. You can set it up using My Account or [m.telstra.com](http://m.telstra.com)

For more information visit [telstra.com/recharge](http://telstra.com/recharge)

### Using your service overseas

International Roaming is automatically activated on your Telstra Pre-Paid Mobile Broadband service. However, the Telstra Pre-Paid Mobile Broadband Plus offer excludes all use overseas.

To de-activate international roaming, please call us on 125 8880.

### Unlocking fee

If you want to use your Telstra Pre-Paid Mobile Broadband device on another network, you'll need to pay a network unlocking fee.

### We're here to help

You'll find more information at [telstra.com/prepaid](http://telstra.com/prepaid), including 24/7 live chat support. If you have questions, please call us on 125 8880, 133 677 (TTY) or +61 439 12 5109 if you are overseas.

### Complaints or disputes

If you have a problem or complaint, go to [telstra.com/complaints](http://telstra.com/complaints)

### Further investigation

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

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